

ASK Proxima C300 and C300HB (DP8000 and DP8000HB) Projectors Frequently Asked Questions: Lamp

The image disappears or the lamp shuts itself off after a period of time.

1. Verify that DPMS is not enabled.

DPMS is the Display Power Management System. When it is on, the projector turns the lamp off after 3 minutes of not detecting an active source. The projector will return to normal activity immediately if it detects an active source. After 5 additional minutes, the projector turns off. You must press the Power button to turn the projector back on. The LED blinks green when in DPS mode.

To disable or enable DPMS, press the Menu button on the keypad. Navigate to Basic > Setup > System. Select the DPMS Enable checkbox to enable the function, or clear the checkbox to turn it off.

2. Is the LED on the keypad blinking red? If so, the projector may be overheating, which is frequently the result of a clogged dust filter. Try cleaning the dust filter on the bottom of the projector.
3. If the problem persists, it is possible that there is an internal problem that requires repair. Take the projector to your dealer or contact ASK Proxima Technical Support.

There is power to the unit and the fans are running, but no image is projected.

1. Make sure the lens cap is off.
2. Did the Fan Out message appear on the screen? If so, one of the fans inside the projector has stopped working. The projector automatically shuts down when it senses a inoperative fan. If this happens, the projector needs to be repaired at one of our repair depots. You can call or email ASK Proxima Tech Support to initiate this repair.
3. Remove and reseal the lamp door. The lamp will not ignite if the lamp door is loose or is missing.
4. Remove and reseal the lamp module.
5. Replace the lamp. You can purchase a new lamp from your dealer.
6. If the projector still will not display the image, it is may be that there is an internal problem that requires repair. Take the projector to your dealer or contact ASK Proxima Technical Support.

What is the expected life of the lamp?

The lamp life is approximately 1,500 hours. When the lamp timer reaches 1,500 hours, the Alarm LED on the projector will light red, indicating that it is time to replace the lamp. At this time you need to replace the lamp and reset the lamp timer.

NOTE The expected lamp life is an approximation provide by the lamp manufacturer. Actual lamp life may vary depending on lamp usage, maintenance and manufacturing.

How do I determine the number of lamp hours used?

Press the Menu button, then navigate to Basic > Setup > Service. Select Info. The number of lamp hours appears in the Service Info window.

How do I reset the lamp timer?

In the menu of the projector, navigate to Setup > Service. Select the Reset Lamp Timer option, and press the Select button. When the Lamp Change window appears, click Select again to reset the timer. You can do this prior to 1,500 hours.

What is the lamp warranty?

Lamp modules are under warranty for defects for 90 days from the date of purchase of the projector or replacement lamp. Proof of purchase may be required.

How do I install a new lamp?

Lamp replacement instructions for this model can be found in your User Guide.

Where can I purchase a new lamp?

New lamps for this model are available from your dealer/reseller.

How can I maximize my lamp life?

When you finish using the projector, let it run through its shutdown cycle before unplugging it. On many ASK Proxima projectors, the fans continue to run after the projector shuts off the lamp. The fans are timed to run long enough for the lamp to cool down before the projector is moved.

Keep the vents on the sides, top and bottom of the projector clear. Make sure to keep papers, books and other tabletop paraphernalia away from the projector. Even partially blocking one vent disrupts the airflow enough to shorten the life of the lamp and other internal parts.

Clean the dust filter on the bottom of the projector every 200 hours. Filter cleaning instructions are available in the User Guide.

Use your projector in as clean environment as possible. Polluted air can cause dust to build up on filters or vents, causing the temperature to go up. This is especially true of ceiling mounted projectors.